

Qwest  
1801 California St.  
Suite 900  
Denver, Colorado 80202

NEW APPLICATION

ORIGINAL  
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Qwest

2010 NOV 15 P 4: 52

November 15, 2010

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Docket Control  
Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007

T-01051B-10-0464

Dear Sir or Madam:

This filing is being made on behalf of Qwest Corporation (QC), Entity Code T-01051B.

Enclosed for filing with the Commission is an original plus thirteen (13) copies of revisions to Qwest's Exchange and Network Services Price Cap Tariff.

The purpose of this filing is to clarify and further define product details in Section 10.10.8 Business Contingency Service. There are no impacts to current customers.

Qwest respectfully requests that these proposed changes become effective December 16, 2010.

Acknowledgment and date of receipt of this transmittal are requested. A duplicate letter and self-addressed, stamped envelope are attached for this purpose. If you have any questions regarding this filing, please contact me directly.

Judy Lee  
Regulatory Support Manager  
Office: (303)383-6587  
Fax: (303) 383-6667  
e-mail: [judy.lee@qwest.com](mailto:judy.lee@qwest.com)

Attachments

Arizona Corporation Commission  
DOCKETED

NOV 15 2010

DOCKETED BY

Issued: 11-15-10

Effective: 12-16-10

## 10. MISCELLANEOUS SERVICE OFFERINGS

### 10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

#### 10.10.8 BUSINESS CONTINGENCY SERVICE

##### A. Business Continuation Routing

###### 1. Description

Business Continuation Routing provides the customer with the ability to activate a predefined business continuity telecommunications service through the use of a Telephone User Interface (TUI) menu. Business Continuation Routing will provide call redirection to one of two telephone numbers that have been preselected by the customer to be part of their Business Continuation Routing Plan. Basic call redirection is considered to be redirection from one number to another. The customer may choose to redirect their calls using one of two forwarding options, Option A or Option B. Only one option can be activated at any point in time. Business Continuation Routing is available on PBX trunks, business exchange access lines, Single Line ISDN lines, Centrex type station lines, DSS Basic trunks and DID numbers.

(C)

(C)

###### 2. Definitions

###### Service Establishment

The administration of the initial customer service request and testing of the predefined service configuration.

###### Activation

The act of invoking a pre-established Business Continuation Routing option by the customer.

(C)

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###### Occurrence

Each separate occasion that the plan configuration is implemented for activation purposes.

###### Group

A group is a group of telephone numbers that will be redirected in the same way. For example, if redirection is invoked under Option A, all telephone numbers within that group will be redirected to the numbers under Option A.

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(D)

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## 10. MISCELLANEOUS SERVICE OFFERINGS

### 10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

#### 10.10.8 BUSINESS CONTINGENCY SERVICE

##### A.2. (Cont'd)

##### Number Establishment or Change Charge

The creation of database elements allowing network forwarding to take place. Includes implementation of and/or change to any option of a customer telephone number provisioned in the network.

##### Telephone User Interface

User interaction with the telephone through the interactive voice response system to enable Business Continuation Routing.

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### 3. Terms and Conditions

- a. The Company will furnish Business Continuation Routing where facilities permit.
- b. A maximum of 100 numbers per wire center, per customer is allowed.
- c. The Company reserves the right to invoke a throttling process that could block calls in order to protect the network from extraordinary traffic loads. Extreme call loads could be hazardous to our network.
- d. Business Continuation Routing may be activated 24 hours a day, seven days a week by notifying the Company.
- e. The telephone numbers where the calls will be redirected when Business Continuation Routing is invoked must be in place or subscribed to at the same time as Business Continuation Routing.
- f. Suspension of service, either full or partial of Business Continuation Routing, is not permitted.
- g. Should the customer opt to redirect calls to an intra/interLATA exchange telephone number from the forwarding switch, the customer will be responsible for the selection of the interexchange carrier and all associated rates and charges billed by the interexchange carrier.
- h. The Company will not be responsible for verification or working status of telephone numbers chosen by the customer for their option selections.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.3. (Cont'd)

- (D)
- (D)
- (C)
- i. The customer must redirect all telephone numbers in a group. A group may be a floor, department, building, or some other breakdown other than the whole organization. These groups must be preassigned upon the establishment of the service.
- (D)
- (D)

4. Rates and Charges

- a. Rates and charges for Business Continuation Routing are in addition to the rates and charges for any other services associated with Business Continuation Routing.
- b. Nonrecurring charges, as specified elsewhere, will apply when adding or changing services associated with Business Continuation Routing.
- c. A Service Establishment charge will apply for Business Continuation Routing. This charge will apply again if the customer changes the service or reestablishes Business Continuation Routing at a later date.

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## 10. MISCELLANEOUS SERVICE OFFERINGS

### 10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

#### 10.10.8 BUSINESS CONTINGENCY SERVICE

##### A.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Service Establishment Charge[1]	SEPCS	\$150.00	—	
• Number Establishment or Change Charge, per number	REAKY	8.50	—	(T)
• Digital Switched Service capability, per Digital Switched Facility[2,3]	C2RDX	—	\$75.00	(T)
• Access Line/Trunk capability, per line and/or trunk[2,3]	C2RLX	—	7.00	(T)

[1] Applies on initial installation and when adding new numbers. (T)

(D)

[2] With Digital Switched Service or Primary Rate Service, the customer will be billed the rate associated with the quantity of Digital Switched Facilities (DS1s) or Access Lines (DID numbers), but not both. (C)  
(C)

[3] Includes the first Company activation occurrence in a month or 30 day period not to exceed 48 hours of continuous operation. (T)  
(T)

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

**A.4. (Cont'd)**

	USOC	NON- RECURRING CHARGE	MONTHLY RATE	DAILY RATE	
• Activation Charge[1]					
- 2nd or more occurrences, in a month or 30 day period or continuance of first occurrence beyond 48 hours of activation	N/A	\$100.00	-	\$200.00	(C)
• Group Establishment Charge, per group[2]	SEPCU	50.00	-	-	

[1] Includes the first Company activation occurrence in a month or 30 day period not to exceed 48 hours of continuous operation. Date for billing purposes is determined when the service is restored to normal condition or monthly, whichever occurs first.

[2] Does not apply to the first group on initial installation.